

HARGRAY COMMUNICATIONS, INC.
P.O. Box 5519
Hilton Head Island, South Carolina 29938

September 1, 2005

Marlene H. Dortch, Secretary
Federal Communications Commission
445 Twelfth Street, SW
Washington, D.C. 20554

Re: Hargray Communications, Inc.
WC Docket No. 05-196
Subscriber Acknowledgement Report

Dear Ms. Dortch:

On August 26, 2005, the Federal Communications Commission (“Commission”) released a Public Notice requiring interconnected voice over Internet protocol (“VoIP”) providers to submit a report regarding the status of receipt of affirmative acknowledgements by subscribers that they have read and understood an advisory concerning the limitations of their enhanced 911 (“E911”) service.¹ Pursuant to this Public Notice, Hargray Communications, Inc. (the “Company”) hereby submits the following:

1. A detailed explanation regarding current compliance with the notice and warning sticker requirements *if* the provider did not notify and issue warning stickers or labels to 100% of its subscribers by the July 29, 2005 deadline. Providers expected to update this information include those that were in the process of providing notice and/or stickers to their subscribers, but had not completed the process by July 29, 2005.

The Company sent labels to 100% of its subscribers stating, “**Warning** Location Information may not be delivered when dialing 911.” The letter accompanying the labels instructed subscribers to attach the labels on or near their phone or other device that is used to make Internet calls. Letters containing the labels were sent to the customers on July 28, 2005 and again in follow-up letters on August 9, 2005.

2. Quantification of the percentage of the provider’s subscribers that have submitted affirmative acknowledgements as of September 1, and an estimation of the percentage of subscribers from whom the provider does not expect to receive an acknowledgement by September 28, 2005.

¹ See Enforcement Bureau Provides Further Guidance to Interconnected Voice Over Internet Protocol Service Providers Concerning Enforcement of Subscriber Notification Requirement, WC Docket Nos. 04-36 & 05-196; DA 05-2358, Public Notice (rel. Aug. 26, 2005) (“Public Notice”).

In its Subscriber Notification Report filed in the above-referenced docket on August 10, 2005, the Company reported that, as of that date, it had received affirmative acknowledgements from 66 percent of its customers. Although the Company has been continuing to contact subscribers that have not responded, the percentage of receipt of acknowledgments has not increased. The Company will continue contacting active customers that have not yet responded and estimates that it will receive responses from all active subscribers prior to the September 28, 2005 disconnect date.

3. A detailed description of any and all actions the provider plans to take towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory.

The Company will continue making follow-up calls to subscribers that have not yet responded and will continue to do so until all subscribers have responded or the September 28, 2005 deadline arrives. As required in the Public Notice, any customers that do not respond by September 28, 2005 will be disconnected.

4. A detailed description of any and all plans to use a “soft” or “warm” disconnect (or similar) procedure for subscribers that fail to provide an affirmative acknowledgement by September 28, 2005.

The Company’s traditional wireline operation utilizes a “kind and gentle disconnect” which directs all outbound non-emergency calls to the Company’s customer service department. The Company is researching whether it can utilize this same type of disconnect for its VoIP service. If so, the Company intends to utilize the “soft” disconnect for any subscribers that do not respond by the September 28, 2005 deadline.

Please contact the undersigned with any questions.

Respectfully Submitted,

s/ Dewaine Wilson

Dewaine Wilson

cc: Byron McCoy, Telecommunications Consumers Division, Enforcement Bureau
Kathy Berthot, Deputy Chief, Spectrum Enforcement Division, Enforcement Bureau
Janice Myles, Competition Policy Division, Wireline Competition Bureau
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